



Call for Expression of Interest (Re-advertised)

Applicants who have already applied for this position do not need to re-apply

Post Title:	IT Services Specialist	Duty Station:	Madrid, Spain
Reference:	UNWTO/HHRR/CFE/09/ICTS/2019	Start Date:	As soon as possible
Department:	Information and Communication Technologies	Duration:	One year
Contractual Status:	Service Contract	Deadline for Applications:	3 June 2019

DUTIES AND RESPONSIBILITIES

The **World Tourism Organization (UNWTO)** is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism.

UNWTO is currently looking for an **IT Services Specialist** for its Information and Communication Technologies Department. The department is responsible for providing technological services and technical support to the Organization and in the IT and communications fields (email, intranet, micro computing, applications, network, etc).

Under the overall supervision of the Senior Officer *ad interim*, Information and Communication Technologies, the incumbent will perform the following duties:

1. Responsible for managing UNWTO databases (Oracle 11g, Oracle 12c, ODA), including installation, database administration, maintenance and performance optimization; assists in designing conceptual data models and in mapping them to physical data structures used in database implementation of application systems;
2. Responsible for managing UNWTO servers (Weblogic 11g and 12c), including installation, administration, maintenance and performance optimization;
3. Develops and reviews back-ups for maintenance, disaster recovery and security;
4. Provides support in Oracle database migration between different versions and platforms; provides support in Linux administration and maintenance;
5. Provides advice to team members on database-related issues;
6. Establishes appropriate interfaces and data conversion criteria for existing systems and any future systems in the Organization;
7. Researches new developments in computer software technology and recommends the introduction of new technology appropriate to the Organization's automation needs and assists in preparing technical and commercial evaluations of software products and/or application packages;
8. Resolves the Mantis generated by the different users of the System and generates the corresponding documentation; assists in managing and maintaining the Mantis environment;
9. Provides System administrator support, in Windows Server 2012, Active Directory, Exchange mailboxes and accounts (basic management), VMWare vSphere 6.5, Veeam and Windows 7 office administration;
10. Produces detailed technical and system documentation for all the accomplished work; assists

in preparing the appropriate user documentation; provides and coordinates initial user training requirements and user support;

11. Perform other duties as required.

REQUIREMENTS

- Academic**
- Advanced university degree (Master's degree or equivalent) in computer science, information technology, or a related field. A first-level university degree in a related discipline may be accepted *in lieu*, if it is pertinent to the requirements of the post and in combination with relevant professional experience;
 - Additional up-to-date training or certificates in a related field would be a strong asset;
 - Completed courses on JAVA, Oracle database IT Architecture (Oracle and SQL Plus Oracle); Oracle Developer Forms/Reports.
- Experience and Basic Competencies**
- A minimum of seven years of professional experience in the field of Oracle database management and their environment;
 - A minimum of three years of professional experience in System administrator support;
 - Excellent knowledge of other database technologies (Microsoft Access, MySQL, etc.);
 - Excellent knowledge in Sharepoint and Content Management would be an asset.
- Languages**
- Fluency in English and/or Spanish, with an excellent command of the other;
 - Good working knowledge of another of the official languages of the Organization (Arabic, French or Russian) is an asset.
- Computer skills**
- Computer literacy in Microsoft Office software and Windows 7;
 - Excellent knowledge of Oracle technologies and Oracle Fusion Middleware technologies;
 - Excellent knowledge of data modeling;
 - Experience in software development and coding in various languages and technologies: Oracle 12c, Oracle Weblogic 12c, Forms 12c, Reports 12c, Oracle 11g, Oracle Weblogic 11g, Forms 11g, Reports 11g, PL / SQL, TOAD, SVN, CMMI, BT Mantis, OBIEE, BI Publisher, JAVA, JavaBean, SOAP, REST;
 - Experience in Sharepoint and any other software related to Content Management.
- Other Skills and Competencies**
- Excellent written and verbal communication skills;
 - Technical mindset with great attention to detail;
 - Demonstrated ability to work in a multicultural, multiethnic environment with sensitivity and respect for diversity;
 - Demonstrated ability to work independently within assigned areas, showing initiative and Judgment;
 - Sense of responsibility and commitment;
 - Ability to work under pressure and meet tight deadlines;
 - Respects and adheres to ethical principles regarding data protection and confidentiality.
- Remuneration and Other Conditions**
- The monthly remuneration of the selected candidate would be in the base range of **EUR 2,400 and EUR 2,700**, depending on previous professional experience, skills and competencies. The Service Contract holder will be affiliated to the UNWTO health insurance plan (co-shared scheme in conformity with the Organization's procedures).

**Application
Procedure**

Interested applicants are requested to complete the [Online UNWTO Personal History Form](#). Please note that UNWTO will only accept applications received through our web-based system. Applications sent by other means (e.g. post, email, etc.) or received after the deadline indicated above, will not be taken into consideration.

- Candidates who do not receive any feedback within three months of the deadline should consider their application as unsuccessful;
- Short-listed candidates may be asked to take a competitive exam and/or interview as part of the final phase of the selection process. These candidates will be contacted directly for this purpose;
- **There is no guarantee either that the initial contract will be renewed or that a career appointment within UNWTO will subsequently be offered.**